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Aug 29th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

Im frankly tired of the large companies that no longer care about keeping their customers. I had AT&T for 30 plus years for phone and over 10 years for internet. When I wanted to increase the speed of my internet they wanted to force me into the whole VOIP environment which I wanted nothing to do with. When I told them no and that Id have to find another company the response said it all, Well you have to do what you have to do. Needless to say I changed carriers in less than 1day.

We need to keep competition going and put a stop to many of the companies moving almost into the monopoly arena. Prices continue to rise and customer service continues to drop. Most of them have setup voice mail trees that leave you in voice mail he - -

Although Im now retired, I worked for years in an IT environment which put me on call 24-7 and internet access was a MUST. I now have a young grandson that uses the internet daily for school work and of course fun.

From day one it has been my pleasure to deal with a company like Sonic. Please be sure to offer the public the ability to choose between competitors.

Deborah Krimm